

# Zipcar NYC Partner Training

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Calendar Year 2023



# Agenda

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1

Zipcar Overview

2

Driver Join Experience

3

Admin Experience



# Zipcar Overview

# About Zipcar

## We're the world's leading car-sharing network

With over 1,000,000 members and 12,000 cars, we provide a sustainable transportation option to nearly 500 cities and towns and hundreds of colleges and universities.

## Helping people rethink private car ownership

Our mission is to enable simple and responsible urban living to reduce the need for personally owned vehicles. We give our members quick, easy, reliable access to a car—without the cost and hassles of owning one.

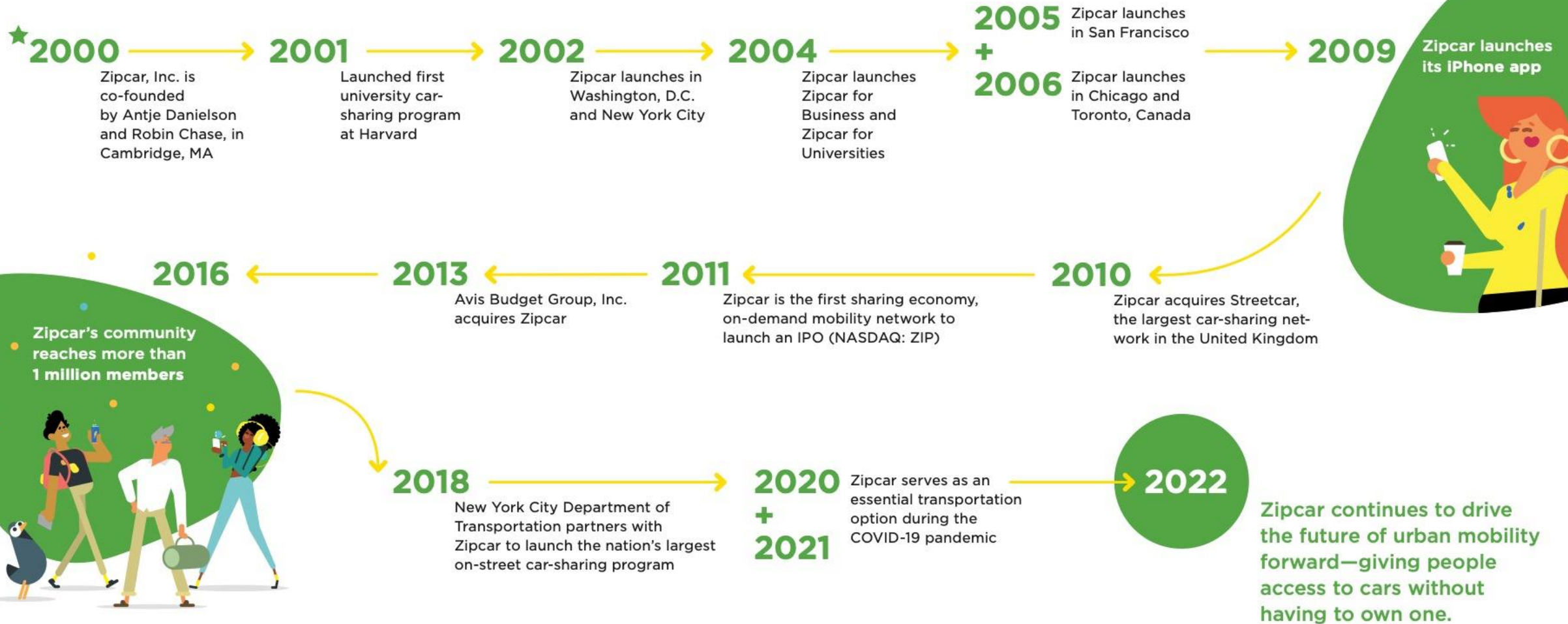
## Making space for people, not cars

Independent studies show that Zipcar's model of car sharing reduces vehicle ownership, freeing up space for people in cities.



# Timeline

Celebrating 22 years of eliminating the need for car ownership in cities and on university campuses



# What is included?

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Driving with Zipcar has its benefits. Here is some of what is included in all bookings:

- Gas cards are in every Zipcar
- Designated parking – remember to return the car in the same location you picked it up from
- Maintenance and 24/7 roadside assistance
- 180 miles per day (\$0.58 per mile after that)
- Toll passes are in every Zipcar for added convenience



# Our Community Rules

When you share a Zipcar, you also share responsibility. These rules make sure every member enjoys their trip. If Zipcar, your agency, or DCAS sees a pattern of rule-breaking your user access may be suspended or terminated.



Be back on time to the car's home location



Clean up and take your stuff with you



Fuel up if gas is below a quarter tank (gas is on us)

# 2

## Driver Join Experience



# Overview of how it works

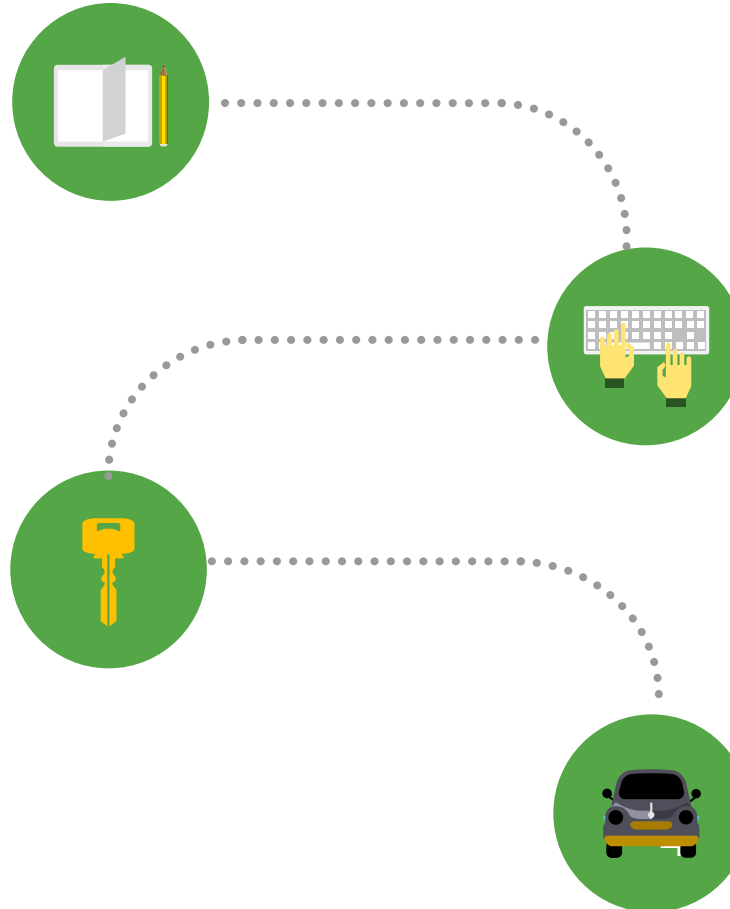
## REGISTER

Drivers are invited to join via email invite from their account admin\*.  
Once approved for membership, they're ready to drive.

## UNLOCK

Drivers walk to the car and use the Zipcar app or hold their Zipcard to the windshield. The doors will unlock, and it's ready to go!

*\*For New York City Employees your account administrator is likely your agency transportation coordinator; Neither Zipcar or DCAS can add you as a Zipcar user*



## RESERVE

Drivers reserve one of our cars, online or on the app.

## DRIVE!

Enjoy the freedom of the open road with gas and insurance options included. At the end of the reservation, return the car to its designated spot.

# Joining – Invite email

- 1 Drivers will receive an email invitation from Zipcar to join the company account via the account admin
  - 2 From the email invitation, driver will create an account by clicking "**Join business account**"
  - 3 Employees will need to take a photo of themselves and their driver's license to verify identity and driving record. Most members are approved to drive within minutes\*
  - 4
- Once the employee is approved, they're ready to go! If they would like a physical Zipcard (***not required to access cars***), they can request a card by emailing our Member Services team at [gov@zipcar.com](mailto:gov@zipcar.com). The Zipcard may take approximately 5-7 business days to arrive.

*\*In some cases, it may take up to several days if we need to review your application, and we may need to request additional documentation.*



## You're invited to join the NYC.gov - DOHMH business account

NYC.gov - DOHMH has invited you to join its Zipcar account. When you join a business account, NYC.gov - DOHMH pays for your membership fees, bookings, and any additional costs you incur along the way.

If you want to pay for your own trips, just switch to your personal plan before booking. If you don't have a personal plan, you may purchase your own membership after joining the business account.

[Join business account](#)

By linking to this business account, I agree that Zipcar may allow NYC.gov - DOHMH to see my account info and edit my trips associated with this account.

# Joining – Application flow

1

### Let's get started

This information will be used to create your Zipcar profile with X Company. We will also use it to contact you about any important updates regarding your future bookings with Zipcar.

First name


Last name

First

Last


Work email

Mobile

 +1

Create a password

super-secret-password



By creating your account, you acknowledge that Zipcar's and Zipcar's partner's Terms of Use and Privacy Notice apply to you.

Create account


2

1 Verify identity

2 Activate membership


### Hi Jane Smith, thanks for joining Zipcar!

We just need a few things before you can book your first trip on the account. Here's how it works:




Verify your identity

We need to verify your identity with a photo of your driver's license and a photo of your face. We'll compare the photos to make sure it's really you.



Request a Zipcard

Just in case you need a 'physical' key, a Zipcard can be shipped right to your door. Bring this card with you on all trips in case you're in a low signal area or your phone runs out of battery.



Book your own trips

We'll review your information and send you an email with your driving status in just minutes. Once approved, you may start booking trips on this account.

I'll do this later

Get started


3

1 Verify identity

2 Activate membership

### Verify your identity

Before you can book a Zipcar, we need to verify your identity with a photo of your driver's license and a photo of your face. We'll compare the photos to make sure it's really you.



By tapping "Start verification", I agree to submit myself for identity verification via facial recognition technology (certain applicants may opt out of facial recognition technology). For more info, see [Privacy Notice](#).

Start verification

4

1 Verify identity

2 Activate membership

### Confirm license info

Please review your license details below. You must meet our [license eligibility requirements](#) to be approved to drive.

First name


Last name

Jane

Smith


Date of birth

01/01/1990




License country

United States



License state or province

CT




Driver's license number

012345678

Expiration date

02/08/2024



☐ License does not expire

☐ I have a physical disability or drive with someone who does

Continue

5

1 Verify identity

2 Activate membership

### Activate your membership

Take one last look and confirm the information below is correct.

#### Membership

X Company

Owned by X Company


#### Driver info

Jane Smith

DOB 01/01/1990

CT / 012345678

Expires 02/08/2024



#### Payment method


All membership fees and trip costs will be billed to the account owner.

☐ I have read and agree to the [Member Agreement](#).

Please review our [Privacy Notice](#).

Activate membership

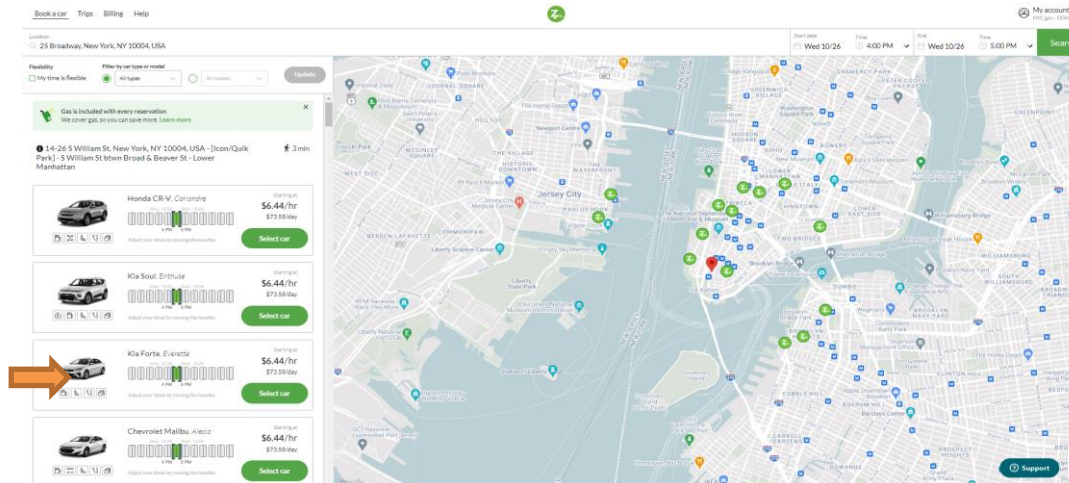
© Zipcar 2022 Proprietary and Confidential

 zipcar

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# Booking a Vehicle - Desktop

- 1 Click **"Book a car"** in the upper left corner of the screen
- 2 Enter location, date and time for vehicle usage and click **"Search"**
- 3 Click **"Select car"** (City employees may not reserve luxury vehicles for city business)
- 4 Click **"Book this car"** to complete reservation



[Book a car](#) [Trips](#) [Billing](#) [Help](#)

Location  
25 Broadway, New York, NY 10004, USA



Gas is included with every reservation  
We cover gas, so you can save more. [Learn more](#)

Check that everything is correct:

Oct 26, 4 PM – 5 PM

14-26 S William St, New York, NY 10004, USA - [Icon/Quik Park] - S William St  
btwn Broad & Beaver St - Lower Manhattan



Memo

Add a Memo

## Trip cost

Hourly Rate \$6.44

Estimated cost \$6.44

Cost per mile over daily limit (180) +\$0.58/mi

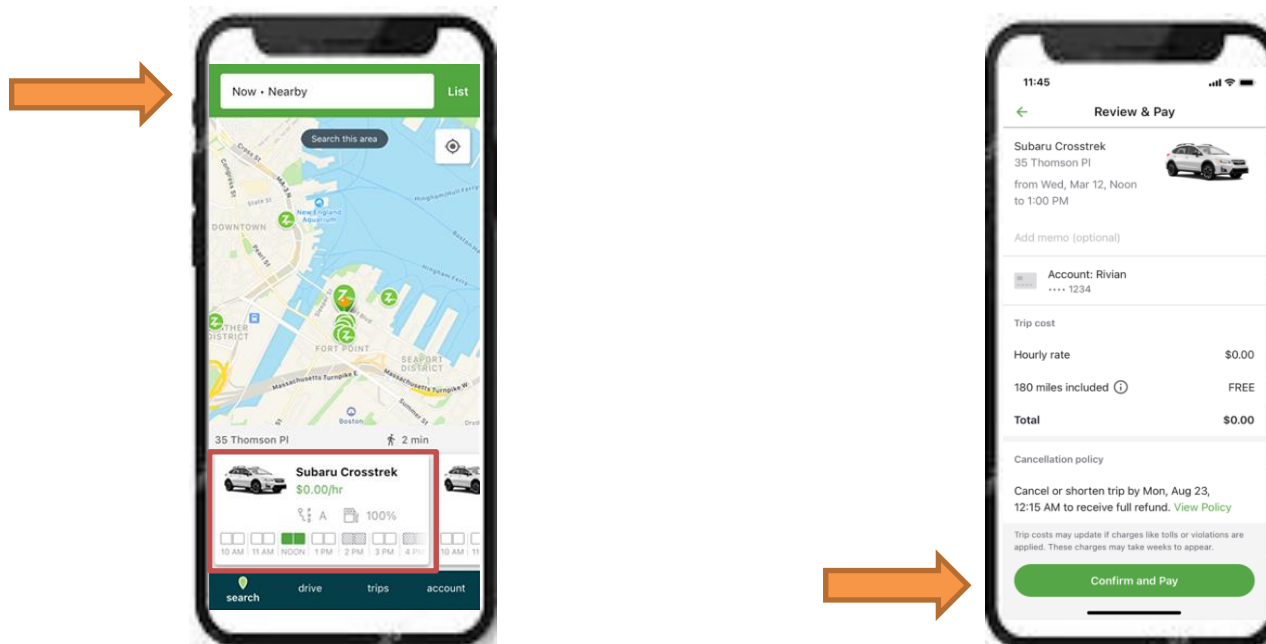
NYC.gov - DOHMH (••••)

The cost of a trip may be updated when other charges, such as tolls and violations, are applied.  
In some cases, these charges may take weeks to appear.

Book this car

# Booking a Vehicle - App

- 1 Enter location, date and time for vehicle usage in the “**top search box**”
- 2 You can scroll through the various vehicles available at the bottom of the screen and then “**select the desired vehicle**” for trip chosen from the options.
- 3 Click “**Confirm and Pay**” to complete reservation on the following screen



# Starting a trip

Before every reservation, inspect the vehicle and report any issues and/or damage **BEFORE** you start your reservation.

It is important to know how to report any issues immediately via the mobile apps or by calling 1-866-4ZIPCAR

- **For the mobile apps**, there is a "**Report**" option on the drive screen to fill out a damage form and include pictures

Further details on damage reporting can be found at Zipcar's Help Center [here](#)

You can unlock your Zipcar by either using the app or your Zipcard

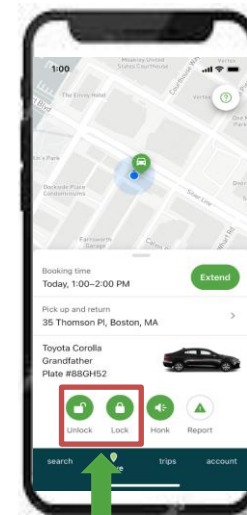
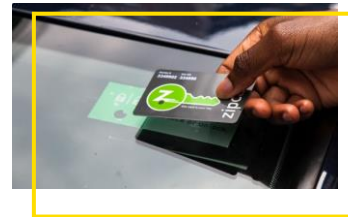
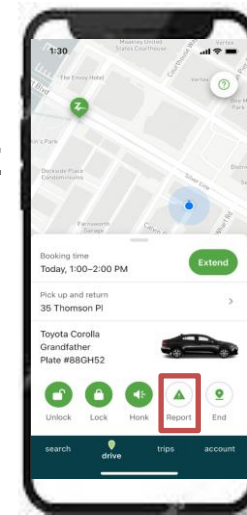
- At the time of your reservation, you can use your Zipcard or the mobile app to unlock your Zipcar

**App:** Hit the "**unlock**" or "**lock**" button on the Drive screen

**Card Key:** Hold your Zipcard against the card reader on the windshield for a few seconds. The scanner will turn **green** and the doors will unlock.

- Once you've scanned in, use your Zipcard or phone to lock and unlock the doors throughout your reservation.

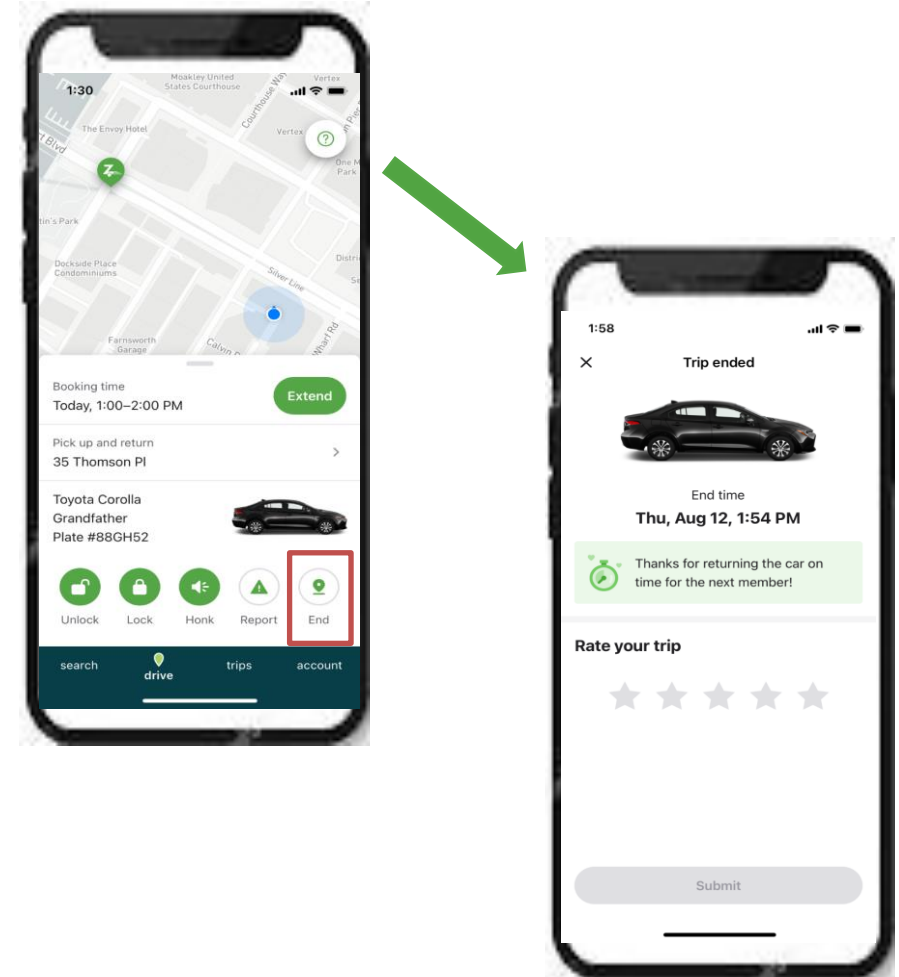
**Note:** Do not use the car key to lock and unlock. The key should always stay in the car.



# Ending a trip

## Ending your trip

- All Zipcars must be returned to the same location that your trip started from.
- Using the mobile app, hit "**end**" and you'll receive a notification that the trip was ended successfully
- If using the Zipcard, use the scanner to lock the doors to end the trip



# Changing a reservation - App

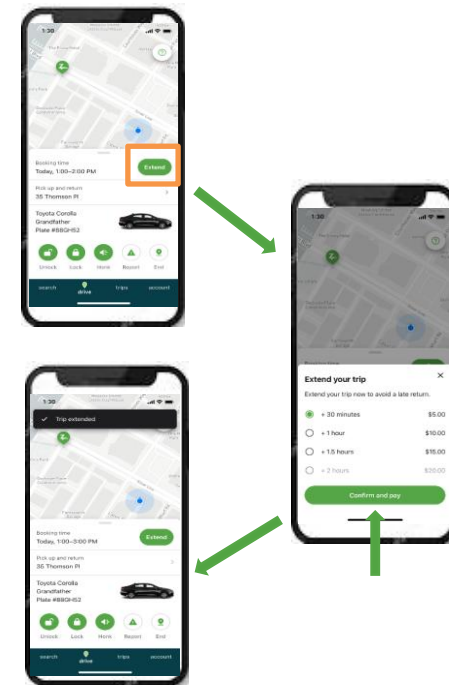
## Extending or changing a reservation

- On the drive screen, select “**Extend**” and pick which additional amount of time is needed
- Click “**Confirm and pay**”
- A banner at the top of the screen will say “**Trip extended**” once extension completed

## Canceling a reservation

- On the Trips screen, select the desired trip
- Click “**Modify Trip**”
- Click “**Cancel Trip**”
- Confirm by clicking “**Cancel Trip**” again

**Pro trip - Extending via text alerts:** you'll need to sign up before your trip. Please do so following the prompts under "Text Alerts" found [here](#)





# Changing a reservation - Desktop

## Extending or changing a reservation

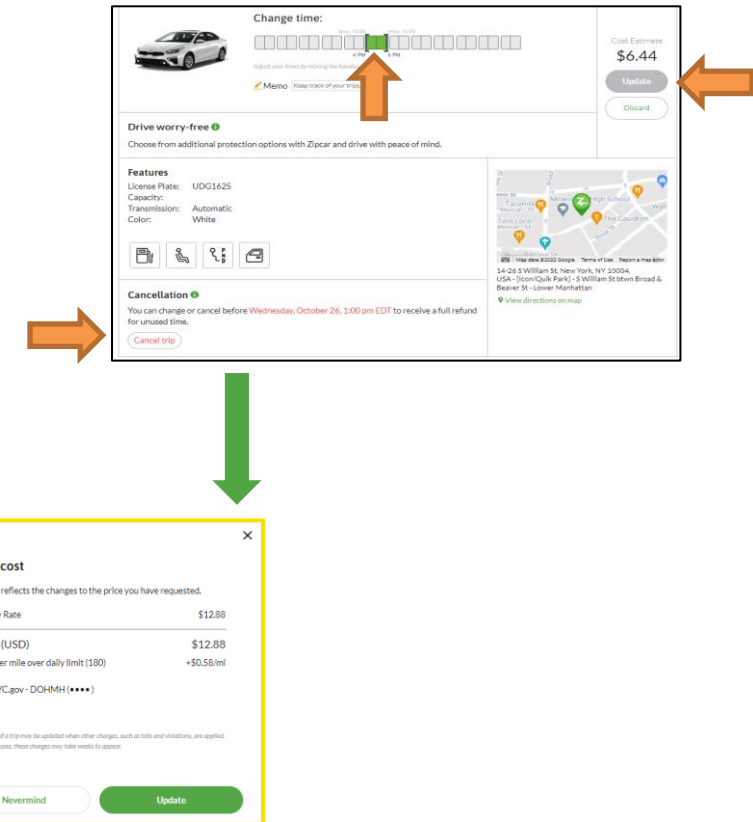
- Go to the Trips tab
- Click "**Edit trip**" on desired trip
- Change the desired trip details and click "**Update**" to confirm

## Canceling a reservation

- Go to the Trips tab
- Click "**Edit trip**" on desired trip
- Click "**Cancel trip**" to confirm

Further details about changing or cancellation a reservation can be found at Zipcar's Help Center [here](#)

**Pro Tip:** Zipcar Member Services can be reached at 1-866-4ZIPCAR (1-866-494-7227) 24/7 for additional assistance or by emailing [gov@zipcar.com](mailto:gov@zipcar.com).



# Gas cards

## Fuel

- A fuel card is included in every vehicle and is located inside the visor above the driver's seat
- All fuel expenses are included in the reservation
- Use the fuel card at the pump
- If you are prompted to input a zip code, enter the zip code which is associated with the Company's account.
- Members are responsible for ending each reservation with at least  $\frac{1}{4}$  tank of gas in the vehicle. **If you fail to do so as a city employee your agency has the right to request payment from you to cover these charges.**
- Other answers to common fuel card questions can be found at Zipcar's Help Center [here](#)

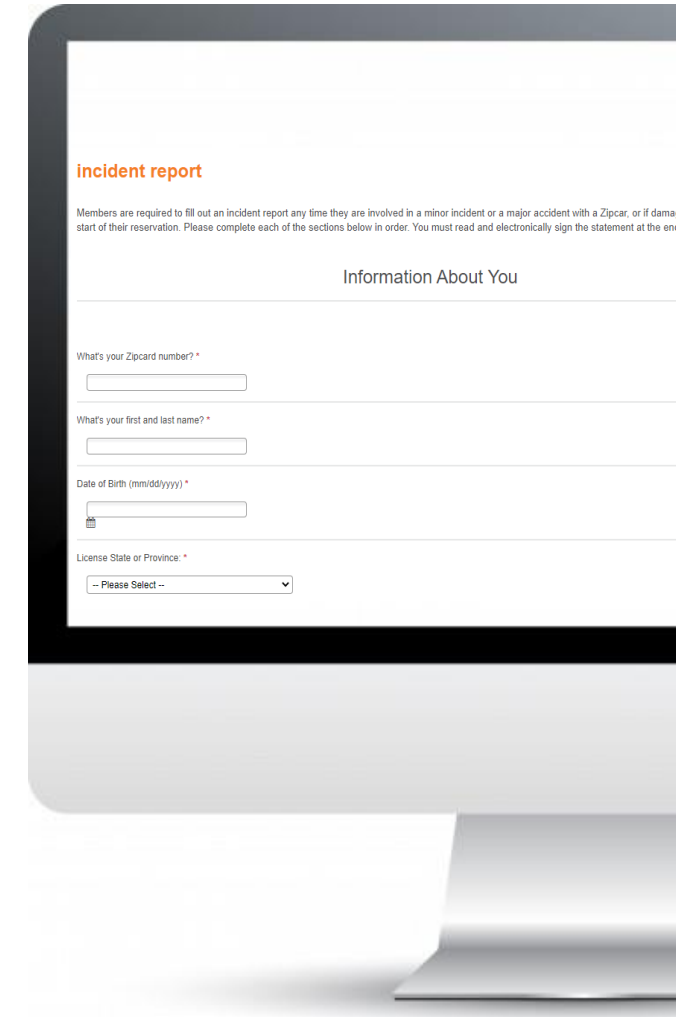


# Things Happen

## If you into a **collision**

Once it is safe to do so, immediately report any accidents that may occur to Zipcar via phone at 1-866-4ZIPCAR

- If possible, take pictures of the damage and call the police to fill out a police report
- You will be prompted by email to fill out a Zipcar Incident Report
- Your Zipcar account ~~will~~ **may** be suspended while Zipcar and local authorities work together until the investigation is complete
- Further details on the accident process can be found here
- **If you are using a Zipcar for NYC Official Business you MUST also report collisions to your Agency Transportation Coordinator.**



The image shows a computer monitor displaying the Zipcar Incident Report form. The form is titled "Incident report" in orange. Below the title, there is a disclaimer: "Members are required to fill out an incident report any time they are involved in a minor incident or a major accident with a Zipcar, or if damage starts their reservation. Please complete each of the sections below in order. You must read and electronically sign the statement at the end of the report." The form is divided into sections, with the first section titled "Information About You". This section contains four fields: "What's your Zipcard number?" (text input), "What's your first and last name?" (text input), "Date of Birth (mm/dd/yyyy)" (text input), and "License State or Province:" (dropdown menu with "Please Select" as the current selection).

# Common Questions for Drivers

## **How do I add the Zipcar app to my phone?**

The Zipcar app is available to download on [iPhone®](#) or [Android™](#) mobile devices as you normally would download an app. Your agency may have rules on downloading applications onto work devices so you should check with your agency transportation coordinator or IT department.

## **Am I required to have a separate Zipcar business and personal account?**

No, if you already have a personal account, be sure the admin on the business account invites the member using the existing email on the personal account. You will be prompted to sign into Zipcar after clicking "*Join business account*" from the invite email and will be immediately linked to company's account. City rules prohibit using your personal account for city business or city account for personal use. Any misuse will result in account cancellations.

## **If on multiple accounts, how can I be sure I am in the correct profile?**

On the website, the account name you are currently in will appear in the top right corner. If you need to switch it, click "v" next to "*My account*" and choose whichever account is needed.

In the app, go to "*Account*", click "v" at the top and choose whichever account is needed.

## **What if my reserved Zipcar is not parked where it should be or isn't there?**

Confirm you have the correct time, date, location, and make sure your booking time has actually started. You can also use the mobile app to honk the horn on the vehicle in case it has been parked nearby. If you still can't find your booked Zipcar, give us a call at 866-494-7227.

## **What do I need to know before my first Trip?**

A few quick pointers and reminders before beginning your first Zipcar adventure can be found [here](#)

## **What can I do if my car is dirty, damaged, needs maintenance, or has low fuel at the start of the trip?**

Open the Zipcar app, go to the "Drive" screen, click "Report" and submit a record of the issue(s) or call us at 866-494-7227.

## **Should I take the Zipcar keys out of the car during my trip?**

No, the car keys should stay in the Zipcar at all times. To lock & unlock your Zipcar, use your [iPhone®](#) or [Android™](#) mobile app or Zipcard.

**Visit our [Help Center](#) for various articles and FAQs with more information about Zipcar's policies and procedures**

# 3

## Admin Experience

# Overview of how it works

## PEOPLE MANAGEMENT

Invite or remove drivers and other admins on the account as needed



## BILLING AND INVOICES

Transaction activity breakdowns for each reservation and monthly invoices are accessible at any time



## SIGN YOUR DEPARTMENT UP

Work with a Zipcar Account Manager and DCAS Fleet Management to create your Zipcar for Business account



## TRIPS OVERVIEW

Admins can view all upcoming and past trips that have been reserved by all drivers on the account

# Navigating Zipcar.com






1

Book a carTripsBillingInvoicesHelp

Zipcar

2My account▼NYC.gov · DOHMH

Upcoming Trips

 <div><div>Honda CR-V, Yonkers</div><div>Today, 5 AM — 9 PM</div><div>Memo: Keep track of your trips, add a memo</div></div> <div>Edit trip</div>	Cost \$73.58
 <div><div>Honda CR-V, St. Mungo's</div><div>Today, 6:30 AM — 7 PM</div><div>Memo: Keep track of your trips, add a memo</div></div> <div>Edit trip</div>	Cost \$73.58
 <div><div>Toyota Corolla, Westphalian</div><div>Today, 7 AM — 5 PM</div><div>Memo: Fieldwork</div></div> <div>Edit trip</div>	Cost \$64.40
 <div><div>Kia Forte, Wayside</div><div>Today, 7:30 AM — 5:30 PM</div><div>Memo: Keep track of your trips, add a memo</div></div> <div>Edit trip</div>	Cost \$64.40
 <div><div>Toyota Prius, Valley Mills</div><div>Today, 8 AM — 7:30 PM</div><div>Memo: Fieldwork</div></div> <div>Edit trip</div>	Cost \$95.75

Support

- 1

**Navbar**
  - Get trip information
  - View invoices and individual trip breakdowns
- 2

**My Account**
  - Access account settings
  - Toggle between accounts
  - Manage people/drivers
  - Update billing info

*Note: Admins will only be able to see available cars to book within the “Book a car” tab if they are also drivers on the account*

# Account settings

The screenshot shows the 'Manage your account' page. At the top, there are tabs for 'Settings' (with a gear icon) and 'People' (with a group icon). A green arrow points to the 'Settings' tab, which is marked with a yellow circle containing the number 2. To the right, a dropdown menu is open, showing a search bar with 'nyc.gov' and a list of accounts including 'NYC.gov - DOHMH' (marked with a yellow circle containing the number 1), 'NYC.gov - Administration for Child...', 'NYC.gov - Human Resources Admin...', and 'NYC.gov - Mayor's Office - CAU'. Below the dropdown, there are links for 'Account settings' and 'Sign out'. The main content area is divided into two columns. The left column, marked with a yellow circle containing the number 3, contains sections for 'Account info' (Name: NYC.gov - DOHMH, Plan: NYC DOHMH \$0.00/year, Reservation billing, Damage protection: Standard protection Included with membership, Trip memos: Not required, Payment method: Credit Card or Invoice, Driving credit: \$0.00) and 'Personal info' (Name: Jane Smith, Phone: \*\*\*\*\*9923, Email: jsmith@nyc.gov, Password: Last updated Mar 09, 2022, Notifications: Choose notification preferences and how you would like to be contacted, Driver's license: \*\*\*\*422 NY Expires 01/29/2025, Shipping address: 35 Thomson Place Boston, MA).

1

## Toggle between accounts

- Click “**My Account**” in top right corner
- Click the desired account
  - If on 5+ accounts, type account name in search bar and then click on account

2

## Account Info

- Access account settings
- Manage people/drivers
- Update billing info
- Update damage protection

3

## Personal Info

- Update contact info
- Update driver's license
- Set Notifications preferences

*Note: Admins will only see license information if they are also a driver on the account*



# Adding people

Book a car Trips Billing Invoices Help



## Manage your account

Settings

People

Welcome! Start by adding your team.

Invite your team to start using Zipcar. Each individual will be sent a secure link to join via email. You can invite admins to manage your account as well.

[Learn more](#)

Search by name or email

+ Add member

Member	Role	Damage protection	
nrahman@health.nyc.gov	Driver Approved Aug 31, 2022	Standard Included with membership	⋮
aakinye2@health.nyc.gov	Driver Invite sent Sep 26, 2022	Standard Included with membership	⋮
Adam Wu awu1@health.nyc.gov	Driver Approved Jun 01, 2022	Standard Included with membership	⋮
Alexandra Danuta Ostrowski (You) aostrowski@driver.car	Admin Approved Jul 29, 2022	Standard Included with membership	⋮
Alexis Javier Marcelo amarcelo@health.nyc.gov	Driver Approved Jun 01, 2022	Standard Included with membership	⋮

1

Click on “People”

2

Click “+ Add Member”

3

Select Role

- Admin or Driver

4

Enter email address

- Click “Send Invites”

### Add members

Select role

☒ **Driver**  
Each additional driver will cost \$35.00/year. Drivers can book trips using the default payment method. You can assign Admin privileges to any added driver.

☐ **Admin only**  
Admins can manage memberships and billing, as well as Damage Protection, drivers, and some aspects of trips.

Emails

name@domain.com

Add one email at a time, separated by spaces.

Send invites

*Pro Tip: Be sure to already be on the correct account prior to adding members if managing more than one account*

*For NYC Agencies employees must sign citywide rules forms and Zipcar rules before being added as users.*

# Adding people – Invite email

- 1 Employees will receive an email invitation from Zipcar to join the company account via the account admin
- 2 From the email invitation, employee will create an account by clicking "**Join business account**"
- 3 If invited as a driver, employees will need to take a photo of themselves and their driver's license to verify identity and driving record. Most members are approved to drive within minutes\*
- 4 Once the employee is approved, they're ready to go! If they would like a physical Zipcard (***not required to access cars***), they can request a card by emailing our Member Services team at [gov@zipcar.com](mailto:gov@zipcar.com). The Zipcard may take approximately 5-7 business days to arrive.

*\*In some cases, it may take up to several days if we need to review your application, and we may need to request additional documentation.*



## You're invited to join the NYC.gov - DOHMH business account

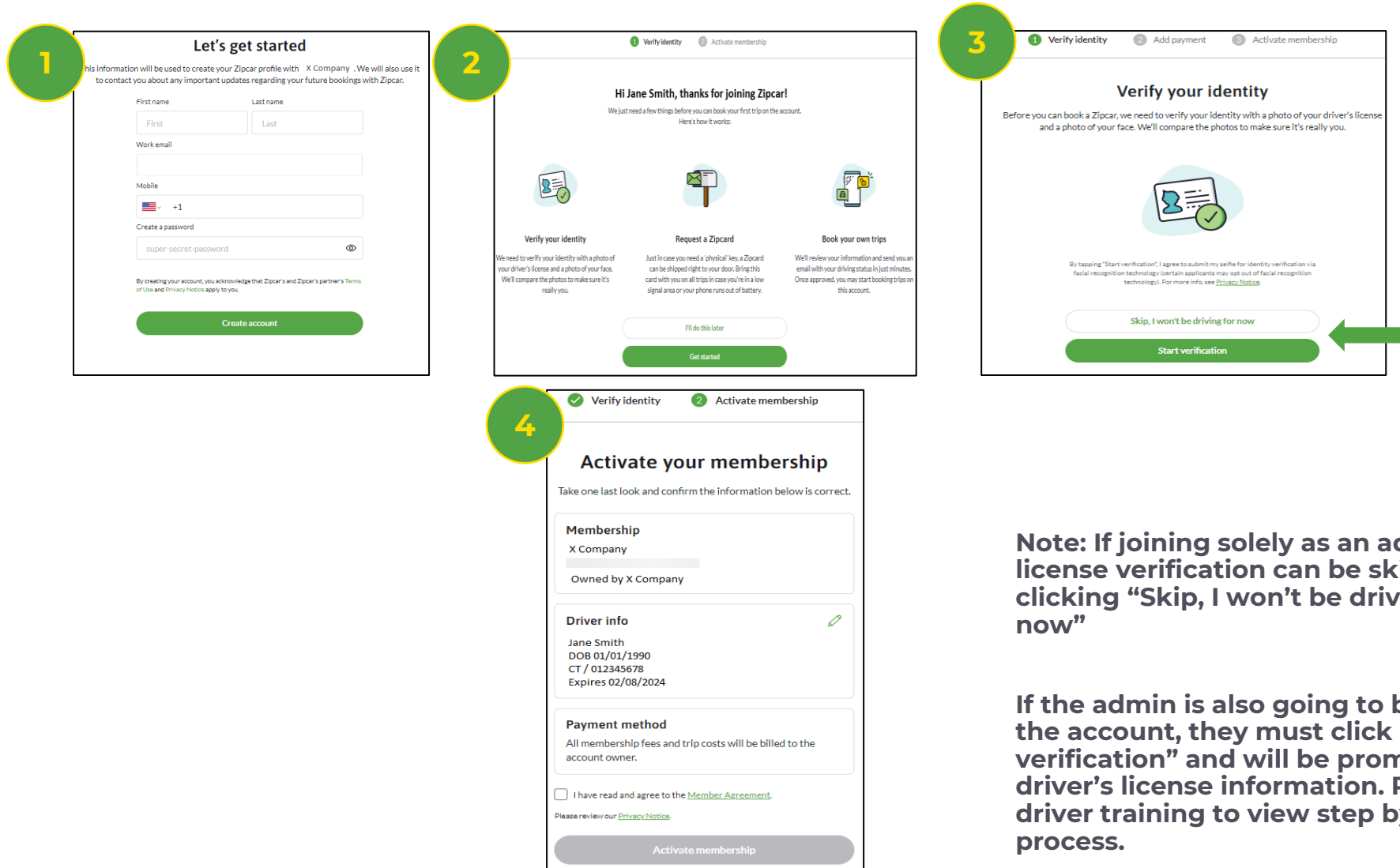
NYC.gov - DOHMH has invited you to join its Zipcar account. When you join a business account, NYC.gov - DOHMH pays for your membership fees, bookings, and any additional costs you incur along the way.

If you want to pay for your own trips, just switch to your personal plan before booking. If you don't have a personal plan, you may purchase your own membership after joining the business account.

[Join business account](#)

By linking to this business account, I agree that Zipcar may allow NYC.gov - DOHMH to see my account info and edit my trips associated with this account.

# Joining – Application flow



**Note: If joining solely as an admin, driver's license verification can be skipped by clicking "Skip, I won't be driving right now"**

**If the admin is also going to be a driver on the account, they must click "Start verification" and will be prompted to add driver's license information. Please see driver training to view step by step join process.**

# Managing drivers

Book a car Trips Billing Invoices Help



## Manage your account

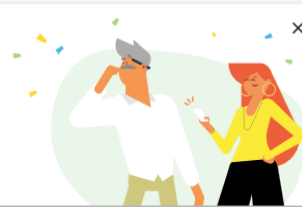
Settings

People

Welcome! Start by adding your team.

Invite your team to start using Zipcar. Each individual will be sent a secure link to join via email. You can invite admins to manage your account as well.

[Learn more](#)



Search by name or email

+ Add member

Member	Role	Damage protection	
nrahman@health.nyc.gov	Driver Approved Aug 31, 2022	Standard Included with membership	⋮
aakinye2@health.nyc.gov	Driver Invite sent Sep 26, 2022	Standard Included with membership	⋮
Adam Wu awu1@health.nyc.gov	Driver Approved Jun 01, 2022	Standard Included with membership	⋮
Alexandra Danuta Ostrowski (You) aostrowski@driver.car	Admin Approved Jul 29, 2022	Standard Included with membership	⋮
Alexis Javier Marcelo amarcelo@health.nyc.gov	Driver Approved Jun 01, 2022	Standard Included with membership	⋮
Alicia M Ifill alifill@health.nyc.gov	Driver Approved Jun 01, 2022	Standard Included with membership	⋮
Amanda L Jenkins aalexander9517@gmail.com	Driver Approved Jun 01, 2022	Standard Included with membership	⋮

Update role

Remove member

1 Click on "People"

2 Click on ->

- Update a person's permissions to be a driver, admin or both.
- Search box to find them faster
- Add or remove and click **"Update role"**
- Click **"Confirm and Continue"**

### Update role

☒ Driver

Each additional driver will cost \$35.00/year. Drivers can book trips using the default payment method.

☒ Admin

Admins can manage memberships and billing, as well as Damage Protection, drivers, and some aspects of trips.

Update role

- You can also remove a member from the account by clicking **"Remove Member"**.
- **City agencies and DCAS may remove members from city accounts if needed due to abuse or other issues. Agencies should also review users no less than every 6 months and remove those no longer employed by city or those staff who have not used Zipcar services in more than one year.**

# Billing details

Book a car Trips **Billing** Invoices Help



My account ▼  
NYC.gov - DOHMH

Your activity

Latest transactions

Details

		Trip start date	Driver name	Status	Total	
September 28	>	September 28	Janatha E Miller	UPDATED	\$45.08	
September 28		October 26	Alexandra Danuta Ostro...	CANCELLED	\$0.00	
September 28	>	September 29	DIONNE MARIA TAYLOR		\$64.40	
September 28	✓	September 28	yvon Achim Pierre-noel	UPDATED		
			Zipcar Daily Included Miles (7:00am - 6:30pm)		\$0.00	
			Daily rate (7:00am - 6:30pm)		\$73.58	
			Cost		\$73.58	
September 28	>	September 28	Jamil Obasi	UPDATED	\$57.96	
September 28	>	September 29	Jeffrey Scott Klein		\$45.08	
September 28	>	September 28	Brent Ernest Pankey	UPDATED	\$35.42	
September 28	>	September 29	LUOEN HAN		\$61.18	
September 28	>	September 28	Ava R Gayle	UPDATED	\$45.08	
September 28	>	September 28	tywanza kyle russell	UPDATED	\$57.96	

1

Click on “Billing”

2

Click on any “>” to expand

- Detailed breakout of charges
- Transactions with an “Updated” status have been altered in some way since the original booking was made. Examples of this is include extending a trip or being charged for tolls.

3

Click on any transaction’s PDF icon to download

# Invoices

The screenshot shows the Zipcar 'Invoices' page. A yellow bar is at the top left. A green arrow points down to the 'Invoices' link in the top navigation bar. A green circle with a white 'Z' logo is in the top right. A green arrow points to the 'Unpaid Invoices' dropdown menu. A green arrow points to the 'Total outstanding balance due: \$295,074.17' box. A green arrow points to the CSV download icon for the invoice dated Jul 30. A green arrow points to the 'Support' button at the bottom right.

Book a car Trips Billing Invoices Help

My account  
NYCgov - DOHMH

Invoices  
Unpaid Invoices

Invoice date	Status	Invoice number	Invoice total	Balance due	PDF	CSV
Sep 29	Open	Z-35116595	\$21,947.35	-		
Aug 30	Unpaid	Z-33684380	\$25,352.78	\$24,815.02		
Jul 30	Unpaid	Z-32390737	\$22,436.35	\$22,309.22		
Jun 30	Paid	3093138254	\$0.00	\$0.00		
Jul 2	Unpaid	Z-30907666	\$28,738.38	\$27,908.56		
May 30	Partial	Z-29591571	\$25,708.14	\$14,111.50		
Apr 29	Partial	Z-28373255	\$28,508.17	\$14,928.35		
Mar 30	Partial	Z-27144242	\$33,693.52	\$21,322.63		
Feb 27	Partial	Z-26059634	\$26,939.86	\$11,895.53		
Jan 30	Partial	Z-24956556	\$21,293.25	\$10,979.11		
Dec 30, 2021	Partial	Z-23711724	\$27,848.65	\$12,869.02		

Support

1

## Click on “Invoices”

- There are 3 invoice statuses

Paid

Unpaid

Partial

2

## Click on any either CSV or PDF format to download

3

## View the account’s total outstanding balance

# Common Questions

## **How do I add the Zipcar app to my phone?**

The Zipcar app is available to download on [iPhone®](#) or [Android™](#) mobile devices as you normally would download an app.

## **Am I required to have a separate Zipcar business and personal account?**

No, if you already have a personal account, be sure the admin on the business account invites the member using the existing email on the personal account. You will be prompted to sign into Zipcar after clicking "*Join business account*" from the invite email and will be immediately linked to company's account.

## **Can account admins create, cancel, or modify bookings of drivers on their account?**

No, account admins are currently unable to create, cancel, or modify the bookings of any drivers on their account.

## **What are the various fees & charges that might incur?**

If a member returns a car late or does not leave it with a ¼ of gas, fees may be applied. A full list of Zipcar's various fees & charges can be found [here](#). Agencies have the right to ask employees to reimburse for any added charges.

## **What happens when a driver on the account is in a collision?**

The driver needs to report the incident to Zipcar and fill out an [Incident Report](#). While Zipcar investigates the incident, they will be suspended and therefore unable to make new bookings, change existing bookings, or unlock a Zipcar. This can take several weeks.

## **If on multiple accounts, how can I be sure I am in the correct profile?**

On the website, the account name you are currently in will appear in the top right corner. If you need to switch it, click "v" next to "My account" and choose whichever account is needed.

In the app, go to "Account", click "v" at the top and choose whichever account is needed.

## **What if a driver on the account receives a violation or ticket during their reservation?**

The account will be billed a \$30 processing fee in addition to the original cost of the ticket. Further details on the process can be found [here](#).

**Visit our [Help Center](#) for various articles and FAQs with more information about Zipcar's policies. If you have any further questions, contact your Zipcar Account Manager**

# Thank You

